

W-04015A-12-0051



0000134407

ORIGINAL

ARIZONA CORPORATION COMMIS
UTILITY COMPLAINT FORM

Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

Opinion

No. 2012 - 102407

Date: 2/22/2012

Complaint Description:

08A Rate Case Items - Opposed

04Z Service - Other

First:

Last:

Complaint By:

Allen

Cameron

Account Name:

Allen Cameron

Home: (000) 000-0000

Street:



Work:

City:

Arizona City

CBR:

State:

AZ

Zip: 85123

is:

Utility Company.

Great Prairie Oasis d/b/a Sunland Water Co.

Division:

Water

Contact Name:

Beth Wand

Contact Phone:



Nature of Complaint:

rec'd 2/21--

Feb16, 2012

From: Allen Cameron

P08 2125

Arizona city AZ, 85123

Arizona Corporation Commission

DOCKETED

FEB 22 2012

DOCKETED BY

To: Arizona Corporation Commission
Steven M Olea, Director
utilities Division

RECEIVED
2012 FEB 22 P 4:34
AZ CORP COMMISSION
DOCKET CONTROL

I am in receipt of a letter from Sunland water company which is requesting a rate increase. I have been a customer of Sunland water Company since September 2000. I live in Brookside Farms Unit #1 located Sec - 14NE-NE, TN. 8S RG. 6E which contains 141 lots - I am also aware that Sundland water Company of which is thru Great Prairie Oasis. I have contacted the Commisison before, once in may of 2002 and again march of 2005 with concerns of Sunland water Company.

Since 2000 it has been a nightmare for the people who live in Brookside Farms. Water breaks occur and they would go unrepaired for not weeks or even months before repairs would be made and then motly temporary only to start leaking again, the streets would be dug up and not repaired back to same or better conditions. we have had repair locations dug 3/4 feet deep and full of water left unattended for months. I personally solicited the help from Pinal County road and street division for help to get the streets repaired and with their help there was seven street crossing that new copper pipe was used to repair to constant leaks in thise locations and Sunland water finally repaired the streets.

It is going on twelve (12) years that I have had Sunland water Service. In all 11 plus years they have not had one single full time employee that I am aware of. As I am a retiree from a Public service company I do believe that the service fee is considered as maintenance money. That fee has been at \$4.00 monthly. I

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

believe that the Commission has the authority to audit the books of Sunland water Company and should be done to determine where this money has gone over the last eleven plus years. If the commission so desires I am willing to attend the hearings on this application.

•
Sincerely,
Allen Cameron
P08 2125
Arizona City, AZ 85123
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

2/22--this opinion is being entered into docket # W-04015-12-0051.
End of Comments

Date Completed: 2/22/2012

Opinion No. 2012 - 102407
